# Model 25932 Series 5.8 GHz Cordless Handset Speakerphone System User's Guide

**Your new GE telephone system is EXPANDABLE up to a total of 4 handsets (by purchase of optional Model 25902 handset with charge cradle)**

## Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

1 **Notification to the Local Telephone Company**

On the bottom of this equipment is a label indicating, among other information, the US number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

**Notes**

- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.

**Visit the GE website at: www.GE.com/phones**


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- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

**US Number is located on the cabinet bottom.**
**REN Number is located on the cabinet bottom.**

2 **Rights of the Telephone Company**

Should your equipment cause trouble on y our line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

## Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Privacy of Communications may not be ensured when using this product.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

## Licensing

Licensed under US Patent 6,427,009.

## FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter."

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

**WARNING:** TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

| THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT. | **CAUTION:** RISK OF ELECTRIC SHOCK DO NOT OPEN. CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL. | THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT. |
|---|---|---|
| SEE MARKING ON BOTTOM / BACK OF PRODUCT | | |

## Introduction

**CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.**

**IMPORTANT: Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.**

## Before You Begin

### Parts Checklist (for Model 25932xx1)

Make sure your package includes the items shown here.

For **Model 25932xx2** there will be **ONE** additional handset, charge cradle, belt clip, battery pack and cover than shown above.

For **Model 25932xx3** there will be **TWO** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

For **Model 25932xx4** there will be **THREE** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

### Telephone Jack Requirements

To use this phone, you need an RJ11C type modular telephone jack, which might look like the one pictured here, installed in your home. If you don't have a modular jack, call your local phone company to find out how to get one installed.

## Installation

### Digital Security System

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

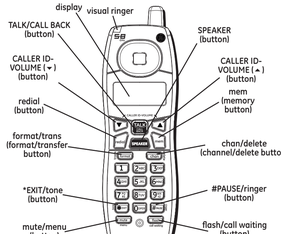
**INSTALLATION NOTE: Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave ovens, or VCR. If such interference continues, move the cordless telephone farther away from these appliances.**

**Certain other communications devices may also use the 5.8 GHz / 900 MHz frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference. Typical devices that may use the 5.8 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.**

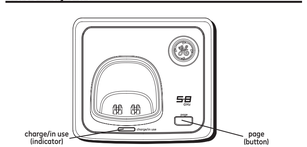
### Important Installation Guidelines

- Avoid sources of noise and heat, such as motors, fluorescent lighting, microwave ovens, heating appliances and direct sunlight.
- Avoid areas of excessive dust, moisture and low temperature.
- Avoid other cordless telephones or personal computers.
- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

## Handset Layout




## Base Layout




## Installing the Phone

### Installing the Handset Battery

**NOTE: You must connect the handset battery before use.**

**CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-Cadmium (Ni-Cd ) battery Model 5-2729 or Nickel-Metal Hydride (Ni-MH) battery model 5-2522, which is compatible with this unit.**

1. Locate battery and battery door which are packaged together inside a plastic bag and are separate from the handset.
2. Locate the battery compartment on the back of the handset.
3. Plug the battery pack cord into the jack inside the compartment. *PLEASE REGISTER* shows in the display.

   **NOTE: To ensure proper battery installation, the connector is keyed and can be inserted only one way.**

4. Insert the battery pack.
5. Close the battery compartment by pushing the door up until it snaps into place.

### Base Station

1. Choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.

2. Plug one end of the telephone line cord into the TEL LINE jack at the back of the base and the other end into a modular jack.
3. Plug the AC power converter into the electrical outlet and the DC connector into the jack at the back of the base.
4. Place the handset in the base cradle. The charge/in use indicator turns on, verifying the battery is charging. The unit will take 20 seconds to register and verify its security code. *READY* shows in the handset's display.

   **NOTE: In case of a power failure, the handsets may display *UNAVAILABLE* when the TALK/CALL BACK button is pressed. You must then place all handsets on the main base cradle for 20 seconds to re-register.**
5. Allow the phone to charge for 16 hours prior to first use. If you don't properly charge the phone, battery performance is compromised.

**CAUTION: To reduce risk of personal injury, fire, or damage use only the 5-2749 power adapter listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.**

### Wall Mounting

1. Turn the base over.
2. Attach the wall mounting pedestal by first inserting the tabs on the open edge of the pedestal into the slots on the lower portion of the bottom of the base. Then push down and snap the pedestal into place.
3. Slip the mounting holes (on the back of the base) over the wall plate posts, and slide the unit down into place. (Wall plate not included.)

   **NOTE : If desired, gather the extra telephone line and power adaptor cord and store inside the wall mounting pedestal.**

## Setup

There are nine programmable menus available: Language; Handset Name; Area Code; Ringer On/Off; Ringer Tone; VIP Ring Tone; Tone/Pulse; Transfer and Default Setting.

During programming, you may press the mute/menu button at any time to go to the next option. To exit the menu, keep the previous setting and return to the standby mode, press the ***EXIT/tone*** button.

### Display Language

1. Press the **mute/menu** button until ***LENG 2FRA 3ESP*** shows in the display. *1ENG* is the default. (ENG stands for English. FRA stands for French. ESP stands for Spanish.)
2. Use the **CALLER ID-VOLUME** ( ▴ or ▾ ) button or the touch-tone pad on the handset to enter your selection.
3. Press **mute/menu** again to save.

### Handset Name

1. Press the **mute/menu** button until *ENTER NAME* shows in the display.
2. Use the touch-tone pad on the handset to enter the name (up to 15 characters). More than one letter is stored in each of the number keys. For example, to enter the name Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Wait for one second. Press the 5 key 3 times for the second letter L. Press the 1 key to insert a space between the L and the S. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H..

   **NOTE: If you make a mistake press the chan/delete button to backspace and erase the wrong character(s) or number(s).**
3. Press **mute/menu** again to save.

   **NOTE: If no name is entered, *READY* shows in the display.**

### Local Area Code

1. Press the **mute/menu** button until ***AREA CODE - - -*** shows in the display. "- - -" is the default.
2. Use the touch-tone pad on the handset to enter your three digit area code.
3. Press **mute/menu** again to save.

   **NOTE: If you make a mistake, press the chan/delete button to erase a wrong number.**

### Ringer ON/OFF

1. Press the **mute/menu** button until ***RINGER ▸ 1 ON*** shows in the display. *1 ON* is the default.
2. Use the **CALLER ID-VOLUME** ( ▴ or ▾ ) button or the touch-tone pad on the handset to scroll to *1 ON* or *2 OFF*.
3. Press **mute/menu** to save.

   **NOTE: If you turn the ringer off, *RINGER OFF* shows on the display.**

### Ringer Tone

You can choose from 10 ringtones.

1. Press the **mute/menu** button until ***RINGER TONE ▸ 01*** shows in the display. *01* is the default.
2. Use the **CALLER ID-VOLUME** ( ▴ or ▾ ) button on the handset to select from *01* to *10*.
3. Press **mute/menu** to save.

### VIP Ring Tone

This feature allows you to assign a specific ring tone to a number stored in Memory. It is recommended that you store a Caller ID record into Memory for this purpose.

1. Press the **mute/menu** button until ***VIP RING TONE*** shows in the display.
2. Press the desired memory location (0 through 9). If there is a number stored in the selected memory location, ***VIP RT ▸ DEFAULT*** shows in the display.
3. Press **CALLER ID-VOLUME** ( ▴ or ▾ ) button on the handset to select from *01* to *10* or *DEFAULT* to use ring tone set in the Ring Tone Menu or *SILENT* to silence ringer.
4. Press **mute/menu** to save.

### Tone/Pulse

1. Press the **mute/menu** button until ***▸ 1 TONE 2 PULSE*** shows in the display. *1 TONE* is the default.
2. Use the **CALLER ID-VOLUME** ( ▴ or ▾ ) button or the touch-tone pad on the handset to scroll to *1 TONE* or *2 PULSE*.
3. Press **mute/menu** to save.

### Transfer ON/OFF

In order to use the Call Transfer feature (applicable ONLY with additional handsets), you must have the Transfer ON/OFF set to ON through the menu of the transferring handset.

1. Press the **mute/menu** button until ***TRANSFER ▸ 1 OFF*** shows in the display.
2. Use the **CALLER ID-VOLUME** ( ▴ or ▾ ) button or the touch tone pad on the handset and select *2 ON*.
3. Press **mute/menu** again to save.

### Default Setting

You may return handset settings to the factory default setup using this menu.

1. Press the **mute/menu** button until ***DEFAULT ▸ NO*** shows in the display. *NO* is the default.
2. Use the **CALLER ID-VOLUME** ( ▴ or ▾ ) button on the handset to scroll to ***YES*** or ***NO***.

   **NOTE: If you choose YES, all settings in the programmable menu return to the factory defaults.**
3. Press **mute/menu** to save.

## Cordless Phone Basics

### Charge/In Use Indicator

The phone is **ON** when the charge/in use indicator on the base is lit. The handset visual ringer and base indicator flash when you receive a call.

### Answering a Call

1. When the phone rings, pick up the handset and press the **TALK/CALL BACK** or **SPEAKER** button.
2. When finished, press the **TALK/CALL BACK** or **SPEAKER** button again or place the handset on the base cradle to hang up.

### Making a Call

1. Pick up the handset and press the **TALK/CALL BACK** or **SPEAKER** button. Wait for the dial tone. The call timer starts counting minutes and seconds in the display.
2. Dial a telephone number.
3. When finished, press the **TALK/CALL BACK** or **SPEAKER** button again or place the handset on the base cradle to hang up.

   **NOTE: In case of power failure, the handset may display *UNAVAILABLE* when the TALK/CALL BACK or SPEAKER button is pressed. You must then place the handset on the main base for 20 seconds to reset the unit.**

### Pre-dialing

1. Make sure the phone is **OFF** (not in TALK mode).
2. Dial a telephone number (the number you dial shows in the display).

   **NOTE: If you make a mistake dialing the number, use the chan/delete button to backspace and erase the wrong number, and enter the correct number.**
3. Press the **TALK/CALL BACK** or **SPEAKER** button on that handset. The number auto-matically dials and the call timer starts counting the minutes and seconds in the display.
4. When finished, press the **TALK/CALL BACK** or **SPEAKER** button again to hang up.

   **NOTE : You may enter up to 32 pre-dial digits.**

### Redial

While the phone is **ON** (in TALK or SPEAKERPHONE mode), press the **redial** button to redial the last number you dialed (up to 32 digits).

– OR –

While the phone is **OFF** (in standby mode), press the **redial** button and then the **TALK/CALL BACK** or **SPEAKER** button to redial the last number.

### Flash

Use the flash/call waiting button to activate custom calling services such as call waiting, which are available through your local phone company.

**TIP: Do not use the TALK/CALL BACK button to activate custom calling services such as call waiting or you'll hang up the phone.**

### Channel Button

While talking on the phone, it may be necessary for you to manually change the channel to improve reception and reduce noise or static on the line. Press and release the **chan/delete** button to move to the next clear channel.

### Exit

Press the ***EXIT/tone*** button to cancel any command you initiated.

### Page

This feature assists in locating a misplaced handset.

Press the **page** button on the base. The handset beeps continuously for about 2 minutes until you press the **TALK/CALL BACK** or **SPEAKER** button on the handset or the page button on the base.

**NOTE: You may still page the handset when the ringer is off.**

### Ringer ON/OFF Shortcut

Apart from the setting in the main menu, there is a shortcut to set the ringer. Make sure the phone is **OFF** (not in talk mode).

1. Press the **#PAUSE/ringer** button to go to the **RINGER ON/OFF** menu. ***RINGER ▸ 1 ON*** shows in the display. *1 ON* is the default.
2. Use the **CALLER ID-VOLUME** ( ▴ or ▾ ) button or the touch-tone pad on the handset to scroll to *1 ON* or *2 OFF*.
3. Press the **#PAUSE/ringer** button to save your selection. You will hear a confirmation tone.

### Volume

When the phone is **ON** (in TALK or SPEAKERPHONE mode) press the **CALLER ID-VOLUME** ( ▴ or ▾ ) button to adjust the listening level. Choose from five volume settings. *VOL 1* is the lowest volume and *VOL 5* is the highest volume.

**NOTE: The phone will automatically reset *VOL 5* to *VOL 4* after you hang up.**

### Mute

Use mute during a phone conversation to speak privately and off-line with a third party.

1. Press the **mute/menu** button. ***MUTE*** shows in the display. The party on the telephone will not hear you.
2. Press the **mute/menu** button when finished.

### Switching between the Speakerphone and Handset

1. If you are using the handset earpiece and want to switch to the speakerphone, press the **SPEAKER** button, you can then press **SPEAKER** button again to end conversation.
2. If you are using the speakerphone and want to switch to the handset earpiece, press the **TALK/CALL BACK** button, you can then press the **TALK/CALL BACK** button again to end conversation.

### Temporary Tone

This feature is useful only if you have pulse (rotary) service. Temporary Tone Dialing enables pulse (rotary) service phone users to access touch tone services offered by banks, credit card companies, etc. For example, when you call your bank you may need to enter your bank account number. Temporarily switching to touch tone mode allows you to send your number.

1. Dial the telephone number and wait for the line to connect.
2. When your call is answered, press the ***EXIT/tone** button on the handset to temporarily change from pulse dialing to tone dialing.
3. Follow the automated instructions to get the information you need.
4. Hang up the handset and the phone automatically returns to pulse (rotary) dialing mode.

### Call Transfer (applicable only with additional handsets)

During an external call, you may transfer the external call to another handset.

**NOTE: The transfer feature MUST be set to ON, this can be done through each handset's setup menu function, Transfer ON/OFF.**

1. Press the **format/trans** button on the originating handset. *TRANSFERRING* shows in the display. All registered handsets will be paged.
2. Press the **format/trans** button or **TALK/CALL BACK** on receiving handset to answer call.

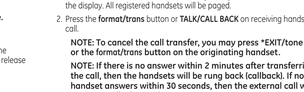
   **NOTE: To cancel the call transfer, you may press *EXIT/tone button or the format/trans button on the originating handset.**

   **NOTE: If there is no answer within 2 minutes after transferring the call, then the handset will be rung back (callback). If no handset answers within 30 seconds, then the external call will be automatically dropped.**

## Caller ID (CID)

**IMPORTANT: In order to use this unit's Caller ID features, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service. To know who is calling while you are on the phone, you must subscribe to Call Waiting Caller ID Service.**

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date, and time; or the name, phone number, date, and time.




### Call Waiting Caller ID

Provided you subscribe to Call Waiting Caller ID service from your phone company; if you receive an incoming call and you are already on the phone, a beep indicates the presence of a Call Waiting call on the line. Only the handset that is in use at the time of the call will display and store the Call Waiting Caller ID information.

- When you hear the call waiting beep in the handset receiver, press the **flash/call waiting** button to put the current call on hold and answer the incoming call. Press the **flash/call waiting** button again to return to the original call.

## Receiving CID Records

When you receive a call, the Caller ID information is transmitted between the first and second ring. The Caller ID information appears on the display while the phone rings, giving you a chance to monitor the information and decide whether or not to answer the call.

## Storing CID Records (In CID Memory)

If you are not at home or cannot answer, your telephone's Caller ID memory stores the data for the 40 most recent calls you received so you can see who called while you were unavailable. When the 41st call is received, the oldest Caller ID record (1st call) is automatically deleted.

You may review the stored information at any time. Calls received since your last review show as ***NEW*** in the display. Calls that have not been previously reviewed but were received from the same number more than once show as ***REPT*** in the display.

## Reviewing CID Records

As calls are received and stored, the display is updated to let you know how many calls have been received. To scroll CID records:

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **CALLER ID-VOLUME** ( ▲ ) button to review the newest CID record.
3. Press the **CALLER ID-VOLUME** ( ▲ ) button to review the oldest CID record first.

## Dialing a CID Number

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the **CALLER ID-VOLUME** ( ▲ or ▼ ) button to display the desired record.
3. Press the **TALK/CALL BACK** or **SPEAKER** button. The number dials automatically.

   **NOTE: Depending on (a) how the incoming caller's phone number is formatted when it is received, and (b) whether or not you previously pre-programmed your local area code into the set up menu, you may need to adjust the format of the incoming caller's stored phone number before making the call, press the format/trans button to adjust the number, and try again.**

Available formats include:

| *Number of digits* | *Explanation* | *Example* |
|---|---|---|
| **Eleven digits** | long distance code "1 "<br>+3-digit area code<br>+7-digit telephone number | 1-317-555-8888 |
| **Ten digits** | 3-digit area code +<br>7-digit telephone number | 317-555-8888 |
| **Seven digits** | 7-digit telephone number | 555-8888 |

## Storing CID Records in Internal Memory

You may also store CID information in the phone's internal memory.

**NOTE: It is important that you format CID records correctly BEFORE storing in internal memory as you cannot reformat CID records stored in memory.**

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the **CALLER ID-VOLUME** ( ▲ or ▼ ) button to scroll to the desired CID record.
3. Press the **mem** button.
4. Use the touch-tone pad to enter a memory location (0-9) to store the number in that memory location. You will hear a confirmation tone.

   **NOTE: If the memory location is occupied, *REPLACE MEMO?* is displayed, and you must confirm replacement by pressing the mem button.**

   **NOTE: Press the *EXIT/tone button once to keep the previous setting (making no changes) and return to the menu.**

   **NOTE: If the selected CID record contains any information that is non-numeric, the unit will not allow this record to transfer to the internal user memory. The handset will display *UNABLE TO STORE*.**

## To Replace a Stored CID Record

1. Repeat steps 1 through 4 in Storing CID Records in Internal Memory. After you enter the memory location, ***REPLACE MEMO?*** shows in the display.
2. Press the **mem** button again, and the new CID record replaces the old memory in that location. You will hear a confirmation tone.

## Deleting a CID Record

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the **CALLER ID-VOLUME** ( ▲ or ▼ ) button to display the CID record you want to delete.
3. Press **chan/delete** button. The display shows ***DELETE CALL ID?***.
4. Press **chan/delete** button again to erase the record and ** ***DELETED*** ** will be displayed on the screen. You will hear a confirmation tone.

   **NOTE: Press the *EXIT/tone key to return to the standby mode.**

## Deleting All CID Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the **CALLER ID-VOLUME** ( ▲ or ▼ ) button to display any Caller ID record.
3. Press and hold the **chan/delete** button until ***DELETE ALL?*** shows in the display.
4. Press **chan/delete** button again to erase all records. You will hear a confirmation tone. The display shows ***NO CALLS***.

   **NOTE: Press the *EXIT/tone key to return to the standby mode.**

## Memory

Each handset can store up to ten 24-digit numbers with up to 15-character names in memory for quick dialing. This memory feature is in addition to the CID memory log, which stores up to 40 CID records in each handset.

## Storing a Name and Number in Memory

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **mem** button.
3. Press the desired memory location (0 through 9) or use **CALLER ID-VOLUME** ( ▲ or ▼ ) to scroll to the desired memory location.

   **NOTE: If the memory location is occupied, the memory location number and stored name and telephone number shows in the display. If the memory location is empty, *EMPTY* shows in the display.**

4. Press the **mem** button again. The display shows ***ENTER NAME***.

   **NOTE: If you don't want to enter the name, skip Step 5.**

5. Use the touch-tone pad on the handset to enter the name (up to 15 characters) and press the **mem** button to save. More than one letter is stored in each of the number keys. For example, to enter the name Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Wait for one second. Press the 5 key 3 times for the second letter L. Press the 1 key to insert a space between the L and the S. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.

   **NOTE: If you make a mistake press the *chan/delete button to backspace and erase the wrong character(s) or number(s).**

6. Press the **mem** button to save the name. The display shows ***ENTER TEL NUMBR***.
7. Use the touch-tone pad to enter the telephone number you want to store (up to 24 digits).

   **NOTE: The system treats PAUSEs as delays or spaces in the dialing sequence.**

8. Press **mem** again to store the number. You will hear a confirmation tone.

## Storing the Last Number Dialed

1. Repeat steps 1 through 6 in Storing a Name and Number in Memory.
2. Press the **redial** button.
3. Press the **mem** button to store the number. You will hear a confirmation tone.

**To replace an old number with a new redial number:**

1. Repeat steps 1 through 6 in Storing a Name and Number in Memory.
2. Press the **redial** button.
3. Press the **mem** button, and ***REPLACE MEMO?*** shows in the display.
4. Press the **mem** button again to replace the old number with the new number. You will hear a confirmation tone.

## Inserting a Pause in the Dialing Sequence of a Stored Number

If a pause is needed to wait for a dial or access tone, press the **#PAUSE/ringer** button to insert a delay in dialing sequence of a stored number (for example, after you dial 9 for an outside line, or to wait for a computer access tone.) Pause shows in the display as a **P**, and each pause counts as one digit in the dialing sequence.

## Changing a Stored Number

1. Repeat steps 1 through 7 in Storing a Name and Number in Memory.
2. Press the **mem** button, and ***REPLACE MEMO?*** shows in the display.
3. Press the **mem** button to store the number. You will hear a confirmation tone.

## Reviewing and Deleting Stored Numbers

1. To review stored numbers, press the **mem** button, and use the **CALLER ID-VOLUME** ( ▲ or ▼ ) button to scroll to the memory location, or press the corresponding number key for a desired memory location (0-9).
2. When the data shows in the display, press the **chan/delete** button. The display shows ***DELETE?***
3. Press **chan/delete** button again to delete the data. The display shows ***DELETED***.

## Dialing a Stored Number

1. Make sure the phone is **ON** by pressing the **TALK/CALL BACK** button.
2. Press the **mem** button.
3. Press the memory location (0-9). The number dials automatically.
   - OR -
1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **mem** button.
3. Use the touch-tone pad or the **CALLER ID-VOLUME** ( ▲ or ▼ ) button to scroll to the number you want to dial.
4. Press the **TALK/CALL BACK** or **SPEAKER** button. The number dials automatically.

## Chain Dialing from Memory

Use this feature to make calls which require a sequence of numbers, such as calling card calls to a frequently called long distance number. Each part of the sequence is dialed from memory. The following example shows you how to use chain dialing to make a call through a long distance service:

| *The Number For* | *Memory Location* |
|---|---|
| Long distance access number | 7 |
| Authorization code | 8 |
| Frequently called long distance number | 9 |

1. Make sure the phone is **ON** (in TALK or SPEAKERPHONE mode).
2. Press the **mem** button and then press 7.
3. When you hear the access tone, press the **mem** button and then press 8.
4. At the next access tone, press the **mem** button and then 9.

   **TIP: Wait for the access tones before pressing the next mem button, or your call may not go through.**

## Headset and Belt Clip

### Connecting an Optional Headset to the Handset

For hands free operation:

1. Remove the rubber cap covering the headset jack.
2. Connect the headset to the headset jack on the handset. The handset receiver is disabled when the headset is connected.
3. Adjust the headset to rest comfortably on top of your head and over your ear. Move the microphone to approximately two to three inches from your mouth.
4. Press the **TALK/CALL BACK** button on the handset to answer a call or make calls with the headset.
5. To return to normal operation, unplug the headset from the jack.

### Attaching the Belt Clip

To attach the belt clip, insert the sides of the belt clip into the slots on each side of the handset. Snap the ends of the belt clip into place.

## Changing the Battery

Make sure the telephone is **OFF** (not in TALK mode) before you replace battery.

**CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-Cadmium (Ni-Cd ) battery Model 5-2729 or Nickel-Metal Hydride (Ni-MH) battery Model 5-2522, which is compatible with this unit.**

1. Remove the battery compartment door.
2. Disconnect the cord attached to the battery pack and remove the battery pack from the handset.
3. Insert the new battery pack and connect the cord to the jack inside the battery compartment.
4. Put the battery compartment door back on.
5. Place handset in the base to charge. **Allow the handset battery to properly charge (for 16 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.**

## Battery Safety Precautions

- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- To reduce the risk of fire or personal injury, use only the **Nickel-Metal Hydride** battery listed in the User's Guide.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.

**NOTE: The RBRC seal on the battery used in your Thomson Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries).**
**For more information go to the RBRC web site at www.rbrc.org or call 1-800-8-BATTERY or contact a local recycling center.**

## Display Messages

The following messages show the status of the phone or help you set up and use your phone.

| | |
|---|---|
| **BLOCKED CALL** | Caller information is blocked from transmission. |
| **BLOCKED NAME/NUMBER** | Caller name and number is blocked from transmission. |
| **DELETE ALL?** | Prompt asking if you want to erase all Caller ID records. |
| **DELETE CALL ID?** | Prompt asking if you want to erase the current Caller ID record that is shown on the display. |
| **DELETE?** | Prompt asking if you want to erase one of the 10 numbers stored in the phone's outgoing memory. |
| **DELETED** | Prompt confirming a CID record is erased. |
| **EMPTY** | Indicates a memory location is vacant. |
| **END OF LIST** | Indicates there is no additional information in the Caller ID memory log. |
| **ENTER NAME** | Telling you to name the handset or enter a name for one of the 10 memory locations. |
| **INCOMPLETE DATA** | Caller information is interrupted during transmission or the phone line is excessively noisy. |
| **LOW BATTERY** | Indicates the handset battery is low and needs charging. |
| **NEW** | Indicates call or calls have not been reviewed. |
| **NEW VOICE MAIL** | Indicates a new voice mail is available. |
| **NO DATA** | No Caller ID information was received. |
| **NO CALLS** | Indicates no calls have been received. |
| **PAGING FRM BASE** | Someone is paging the handset from the base. |
| **PLEASE REGISTER** | Indicates the handset needs to be registered before use. |
| **PRESS TALK KEY** | Indicates the CID number is a Directory Dial Number (DDN) and cannot be formatted. |
| **READY** | Indicates the handset is registered and available for use. |
| **REPT** | Repeat call message. Indicates that a new call from the same number was received more than once. |
| **TRANSFERRING** | Indicates the call is being transferred from one handset to another. |
| **UNABLE TO DIAL** | Indicates the CID or memory contents cannot be dialed. |
| **UNABLE TO STORE** | Indicates the CID or memory contents cannot be stored. |
| **UNAVAILABLE** | Indicates the handset is out of range.<br>Or an additional handset is in use.<br>Or there has been a base power failure, in which case you must place all handsets on the main base cradle for 20 seconds to re-register. |
| **UNKNOWN NAME/CALLER/ NUMBER** | The incoming call is from an area not serviced by Caller ID or caller information is not sent. |

## Handset Sound Signals

| *Signal* | *Meaning* |
|---|---|
| A long warbling tone (with ringer on) | Signals an incoming call |
| One long beep tone | Confirmation tone |
| One beep every 7 seconds | Low battery warning |

## Troubleshooting Tips

### Caller ID Solutions

No display

- Fully charge (for 16 hours) or replace the battery.
- If you are using AC (electricity) power, make sure that the unit is connected to a non-switched electrical outlet. Unplug the AC power converter from the unit and plug it back in.
- To see Caller ID information in your display, you must be subscribed to Caller ID service through your local telephone company.

Caller ID incomplete

- The unit displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates the presence of noise on the line.

### Telephone Solutions

Handset can not link.

- If any handsets become inoperable, place it on the main base cradle for 20 seconds to re-register.

No dial tone

- Check or repeat installation steps
- Make sure the base power cord is connected to a working electrical outlet.
- Make sure the telephone line cord is connected to the base unit and the modular phone jack?
- Disconnect the base from the wall phone jack and connect another phone to the same jack. If there is no dial tone on the second phone, the problem might be your wiring or local service.
- The handset might be out of range of the base. Move closer to the base.
- Make sure the battery is properly charged (for 16 hours).
- Ensure the battery pack is installed correctly.
- Did the handset beep when you pressed the TALK/CALL BACK button? Did the in use indicator come on? The battery may need to be charged.

Handset does not ring

- Make sure the ringer is set to ON, this can be done through the handset setup menu Ringer Volume.
- You may have too many extension phones on your line. Try unplugging some phones.
- See solutions for "No dial tone."

Charge/in use indicator on the base flashes

- Provided your phone company offers voice messaging service and you subscribe to it, the charge/in use indicator on the base flashes when the phone is not in use to indicate there is a message waiting. It stops flashing after the message has been reviewed.

You experience static, noise, or fading in and out

- Change channels
- The handset may be out of range. Move closer to the base.
- Relocate the base.
- Charge the battery.
- Make sure base is not plugged into an electrical outlet with another household appliance.

Unit beeps

- Place handset in base cradle for 20 seconds to reset the security code. If that doesn't work, charge the battery for 16 hours.
- See solutions for "No dial tone."
- Replace the battery.

Memory dialing

- Make sure you correctly program the memory location keys.
- Make sure you follow the proper dialing sequence.
- You may need to reprogram numbers into memory after a power outage or battery replacement.

Out of range

- Move closer to the base.
- Reset the battery. Unplug the battery and plug it in again after five seconds.
- Reset the power supply. Unplug the supply and plug it in again after five seconds.

Phone with tone service dials out in pulse mode

- Make sure phone is in tone dialing mode.

Phone won't dial out with pulse service

- Make sure phone is in pulse dialing mode.

Handset displays ***UNAVAILABLE***

- Place the handset on the main base for reset.
- An additional handset is in use.
- Move closer to the base.

## Causes of Poor Reception

- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction can shield radio signals.
- You're too close to appliances such as microwaves, stoves, computers, etc.
- Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into an AC outlet with other electronic devices.
- Baby monitor is using the same frequency.
- Handset battery is low.
- You're out of range of the base.

## General Product Care

To keep your telephone working and looking good, follow these guidelines:

- Avoid putting the phone near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose to direct sunlight or moisture.
- Avoid dropping and other rough treatment to the phone.
- Clean with a soft cloth and never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later date.

## Warranty Assistance

If trouble is experienced with this equipment, for warranty information, please contact customer service at **1-800-448-0329**. If the equipment is causing harm to the telephone network, the telephone company may require that you disconnect the equipment until the problem is resolved.

Any unauthorized repairs, changes or modifications not expressly approved by Thomson Inc. could void the user's authority to operate this product. For instructions on how to obtain a replacement unit, refer to the warranty included in this guide or call customer service at **1-800-448-0329**.

Or refer inquiries to:

**Thomson Inc.**
**Manager, Consumer Relations**
**P O Box 1976**
**Indianapolis, IN 46206**

Attach your sales receipt to this booklet for future reference or jot down the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.

Purchase Date _____

Name of Store _____

## Limited Warranty

**What your warranty covers:**

- Defects in materials or workmanship.

**For how long after your purchase:**

- One year, from date of purchase.
  (The warranty period for rental units begins with the first rental or 45 days from date of shipment to the rental firm, whichever comes first.)

**What we will do:**

- Provide you with a new or, at our option, a refurbished unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

**How you get service:**

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- "Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period, must be presented to obtain warranty service." For rental firms, proof of first rental is also required. Also print your name and address and a description of the defect. Send via standard UPS or its equivalent to:

  **Thomson Inc.**
  **11721 B Alameda Ave.**
  **Socorro, Texas 79927**

- Insure your shipment for loss or damage. Thomson Inc. accepts no liability in case of damage or loss.
- A new or refurbished unit will be shipped to you freight prepoid.

**What your warranty does not cover:**

- Customer instruction. (Your Owner's Manual provides information regarding operating instructions and user controls. Any additional information, should be obtained from your dealer.)
- Installation and setup service adjustments.
- Batteries.
- Damage from misuse or neglect.
- Products which have been modified or incorporated into other products.
- Products purchased or serviced outside the USA.
- Acts of nature, such as but not limited to lightning damage.

**Product Registration:**

- Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

**Limitation of Warranty:**

- **THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY THOMSON INC., ITS AGENTS, OR EMPLOYEES SHALL CREATE A GUARANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.**
- **REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. THOMSON INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF INDIANA. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.**

**How state law relates to this warranty:**

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

**If you purchased your product outside the USA:**

- This warranty does not apply. Contact your dealer for warranty information.

## Accessory Information

| DESCRIPTION | MODEL NO. |
|---|---|
| Handset Replacement Battery | 5-2729(Ni-Cd)/5-2522(Ni-MH) |
| Power adapter | 5-2749 |
| Belt Clip | 5-2736 |
| Headset | 5-2425 (black) |
| Optional/Additional handset cradle | 5-2752 |

To place order, have your Visa, MasterCard, or Discover Card ready and call toll-free **1-800-338-0376**. A shipping and handling fee will be charged upon ordering. We are required by law to collect appropriate sales tax for each individual state, country, and locality to which the merchandise is being sent. Items are subject to availability.

## Instructions For Optional/Additional Handset(s)

This phone is EXPANDABLE up to a total of 4 handsets (by additional purchase of the optional Model 25902 handset with charge cradle).

**IMPORTANT: You can only use one handset at a time and there is NO conference and intercom features for these units. If the TALK/ CALL BACK or SPEAKER button is pressed on one handset while another handset is in use, *UNAVAILABLE* shows on the display.**

## Parts Checklist

Make sure your package includes the items shown here.

## Installing the Handset Battery

**NOTE: You must connect the handset battery before use.**

**CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-Cadmium (Ni-Cd ) battery Model 5-2729 or Nickel-Metal Hydride (Ni-MH) battery Model 5-2522, which is compatible with this unit.**

1. Locate battery and battery door which are packaged together inside a plastic bag and are separate from the handset.
2. Locate the battery compartment on the back of the handset.
3. Plug the battery pack cord into the jack inside the compartment. ***PLEASE REGISTER*** shows in the display.

   **NOTE: To ensure proper battery installation, the connector is keyed and can be inserted only one way.**

4. Insert the battery pack.
5. Close the battery compartment by pushing the door up until it snaps into place.

## Extra Charging Cradle

1. Plug the AC power adaptor of the extra charging cradle into the electrical outlet.
2. Place the handset in the extra charging cradle. The charge indicator turns on, verifying the battery is charging.
3. Allow the phone to charge for 16 hours.

## Registration

**YOU MUST REGISTER THE HANDSET TO THE MAIN BASE BEFORE USE!**

After the optional handset has charged for 16 hours on the extra charger, place it on the main base station for 20 seconds, it will then automatically register.

**NOTE: *PLEASE REGISTER* shows on the display if the handset has not been registered. Once a handset has completed registration successfully, *READY* will show on the handset's display.**

**NOTE: In case of a power failure, the handsets may display *UNAVAILABLE* when the TALK/CALL BACK button is pressed. You must then place all handsets on the main base cradle for 20 seconds to re-register.**